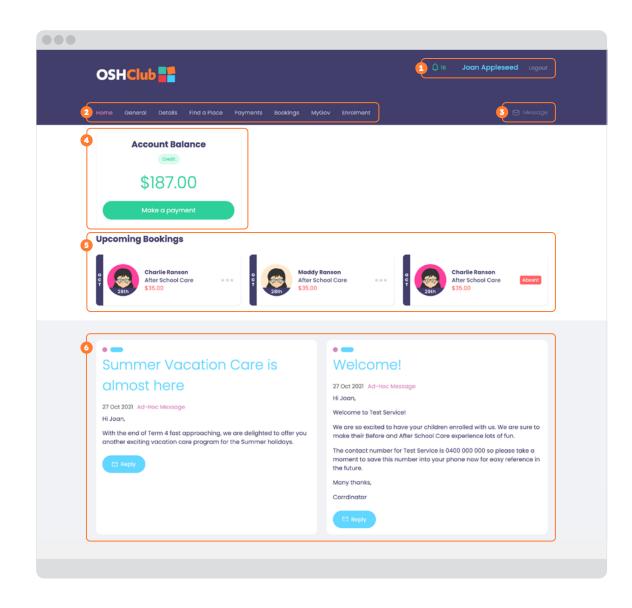# OSHClub iParent Portal
Quick Reference Guide

1 **Notification Icon:** If there is a number next to the bell icon, this means you have unread notifications. Simply click on the bell or go to General -> Notifications to read and acknowledge the information.
Name: This will be the name of the user currently logged in to iParentPortal
Logout: Click this to log out of iParentPortal

2 **Menu & Navigation Bar:** Click on any of the menu items to go to that corresponding page and detail. Please see the next page for more detail on these menu items.

3 **Message:** Click on Message to send a message to your child's Service Coordinator

4 **Account Balance:** Balance of your account as at the end of last week. Note this will not include any bookings or attendances for this week. An amount in red font with a negative sign means that it is money owed by you.

5 **Upcoming bookings:** Shows a quick snapshot of your next three bookings. If you wish to cancel the booking or mark your child absent (depending on the booking rules for your service) click on the three dots to the right hand side of the booking information and follow the steps.

6 **Information Centre:** Any communications sent to you by the Service will appear at the bottom of your Home page. You can reply to the messages by clicking on the Reply button.

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1 🔔 16   Joan Appleseed   Logout

2 Home General Details Find a Place Payments Bookings MyGov Enrolment   **3** ✉ Message

4 **Account Balance**
Credit
$187.00
Make a payment

5 **Upcoming Bookings**

OCT 28th — Charlie Ranson — After School Care — $35.00 ⋯
OCT 28th — Maddy Ranson — After School Care — $35.00 ⋯
OCT 29th — Charlie Ranson — After School Care — $35.00 Absent

6

Summer Vacation Care is almost here
27 Oct 2021 Ad-Hoc Message
Hi Joan,
With the end of Term 4 fast approaching, we are delighted to offer you another exciting vacation care program for the Summer holidays.
✉ Reply

Welcome!
27 Oct 2021 Ad-Hoc Message
Hi Joan,
Welcome to Test Service!
We are so excited to have your children enrolled with us. We are sure to make their Before and After School Care experience lots of fun.
The contact number for Test Service is 0400 000 000 so please take a moment to save this number into your phone now for easy reference in the future.
Many thanks,
Corrdinator
✉ Reply

1 **Home:** Please refer to the first page of this document for a view of the Home screen

2 **General:** Use this menu to view any Customer Account Statements that have been sent to you, and also use this to view and acknowledge any notifications regarding bookings or other activity on your account.

3 **Details:** This will show the details for you and your child/ren. Click on the arrow to the left hand side of the item to expand the details and show the information. Some information can be edited by you. If you need more assistance with updating your details please contact your Service Coordinator.

4 **Changing your password:** Please click on the settings icon to update your iParentPortal password.

5 **Find a Place:** Follow the steps to enrol your child/ren in care at this or another service.

6 **Payments:** Can be used to either add new payment details or to make a one-off payment on your account.

7 **Bookings:** From this screen you can make either a casual or recurring booking by clicking on Make a Booking, or view existing bookings by using the period filter options.

8 **MyGov:** This will take you to the MyGov login page. Note: this will open in a new tab.

9 **Enrolment:** Any waitlist applications or enrolment offers will be shown here for your action. Please note that your child is not enrolled until the full enrolment form has been completed and all required details and documentation has been provided. For more information on the enrolment process, please refer to your Service Coordinator.

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1 Home   **2** General   **3** Details   **5** Find a Place   **6** Payments   **7** Bookings   **8** MyGov   **9** Enrolment

✉ Message

Details

4

> Account Details

> Children

> Addresses

> Phone Numbers